

Texas Historical Commission Job Vacancy Notice

Position Title: Heritage Tourism Program Coordinator (HTPC)
Classification Title: Program Specialist V
Job Posting Number: 19-15
Salary: \$5,000.00-\$5,900.00/Monthly
Salary Group/Class#: B21/1574
FLSA: Exempt
Opening Date: 10/09/2018
Closing Date: Until filled
Duration: Regular, Full-time
Hours/Week: 40
Work Location Address: 1304 Colorado, Austin, Texas 78701

JOB OBJECTIVE: The HTPC will lead the agency's heritage tourism outreach and development efforts and the primary heritage tourism team of three additional professional staff. The commission is charged to promote heritage tourism by assisting persons, including local governments, organizations, and individuals, in the preservation, enhancement, and promotion of heritage and cultural attractions in this state. The program must include efforts to raise the standards of heritage and cultural attractions around this state; foster heritage preservation and education; encourage regional cooperation and promotion of heritage and cultural attractions; and foster effective local tourism leadership and organizational skills.

The Texas Historical Commission's work includes the Texas Heritage Trails Program with a 20-year award-winning track record; print and digital tools such as www.TexasTimeTravel.com, Texas Time Travel Tours, *Texas Heritage Travel Guide*, a cultural guide series and various thematic guides for heritage travelers. The HTPC will provide program leadership and daily operations under the guidance and limited supervision of the Community Heritage Development Division Director with considerable latitude for the use of initiative and independent judgement. Work involves planning, developing, and implementing major agency program(s) and providing consultative services and technical assistance to program staff, governmental agencies, community organizations, or the general public. Train, lead, assign, and/or prioritize the work of the heritage tourism team.

ESSENTIAL DUTIES:

Provide leadership and direction to the award-winning Texas Heritage Trails Program into its 21st year and beyond

1. Provide leadership to the ten independent but affiliated non-profit organizations through their boards of directors and executive directors.
2. Develop and implement program-wide systems for improved accountability as recommended by the Texas Sunset Commission.
3. Increase collaboration among the regional organizations and agency programs to leverage the regional network for agency outreach.
4. Draft, negotiate and manage contracts for services and other agreement documents with the THTP regions including budgetary and quantifiable scopes of work.
5. Develop and track performance benchmarks and heritage tourism outcomes for internal use as well as legislative and stakeholder reporting.
6. Assist the regions with nonprofit board development to strengthen their organizations and facilitate board empowerment.

Oversee the selection, contracting, and implementation for professional strategic planning for the internal heritage tourism program and the external THTP

7. Create opportunities for the regions to have goals unique to their region but establish common goals that all regions will be expected pursue. Regions may retain flexibility of tactics for reaching the goals.
8. Assist the regional organizations to identify the concrete challenges and needs of constituents in the region to achieve success at heritage tourism and the broader goal of historic preservation.
9. Evaluate how the program and regions can be best positioned to address the needs of heritage tourism constituents in the region.
10. Consider the end goal of preserving the state's heritage through the tool of sustainable tourism.

Oversee the product development work

11. Oversee the development and implementation of methods to increase the quality of visitor experiences and opportunities at non-THC, local and regional heritage sites across Texas;
12. Lead the evaluation and analysis of the agency's current tourism products for effectiveness in the marketplace; Use data and surveys to evaluate the effectiveness of current print and digital products;
13. Lead the coordination and collaboration with the Public Information & Education (PIE) department on print and digital marketing of heritage travel;

Lead tourism collaboration with other programs and agencies

14. Collaborate with Historic Sites Division to leverage their high-quality management of the agency's 22 state historic sites as learning opportunities for other regional and local historic sites managers;
15. Collaborate with other agency programs such as the Historic Highways Program, Military Sites Program, Museum Services, and County Historical Commission Outreach to assist in improving visitor sites through their constituencies;
16. Oversee the collaboration with the National Park Service and nonprofit organizations for the National Historic Trail System, including coordination with TxDOT, other federal and Mexican officials.
17. Adhere to established work schedule with regular attendance.
18. Follow all THC safety guidelines/procedures and ethics requirements.

NON-ESSENTIAL DUTIES:

19. Perform other duties as assigned.

QUALIFICATIONS/REQUIREMENTS (The application must specifically state how each of the following qualifications are met):

- Graduation from an accredited college or university with a degree in tourism, cultural heritage tourism, organizational management, community engagement, historic preservation, heritage interpretation, public administration, or a closely related field;
- Minimum five years of tourism development or related experience;
- Minimum three years of supervisory and/or team leadership experience;
- Valid driver's license, acceptable driving record and ability to drive a state vehicle; and
- Required to travel up to 20% of the work period.

PREFER:

- Master's degree in tourism, cultural heritage tourism, organizational management, community engagement, historic preservation, heritage interpretation, public administration or a closely related field; advanced degree may substitute for related minimum experience;
- Minimum five years job-related experience in Cultural Heritage Tourism or sites;
- Extensive experience working with nonprofit organizations and boards;
- Spanish language fluency.

KNOWLEDGE, SKILLS AND ABILITIES:

- Effective verbal and written communication, human relations and organizational skills;
- Effective critical thinking skills;

- Skill in providing customer service excellence to both internal and external customers;
- Skill in operating a personal computer with word processing, database and spreadsheet software;
- Ability to establish and maintain effective working relationships with agency personnel, officials of state and local government, and the public;
- Exhibit enthusiasm and passion for historic preservation and heritage tourism principles encouraging a high standard of excellence in communities the division serves.
- Ability to perform research, plan and organize projects;
- Ability to analyze problems, evaluate alternatives and recommend effective solutions;
- Ability to pursue knowledge of preservation and heritage tourism issues, techniques, and trends for their potential ramifications on communities the division serves;
- Ability to process information in a logical manner and to assess validity;
- Ability to work in a setting requiring self-motivation/cooperative decision-making and to work effectively with diverse groups of people;
- Ability to work effectively under pressure and meet strict deadlines while maintaining extreme attention to detail;
- Ability to multi-task in a fast-paced environment;
- Ability to adapt successfully and quickly to change and deliver quality results in a timely manner;
- Ability to plan, organize and work independently, as well as within a team environment;
- Ability to train others;
- Ability to exercise sound judgment and discretion; and
- Ability to maintain the highest level of confidentiality.

REGISTRATION, CERTIFICATION, OR LICENSURE:

Must have or obtain a valid Driver's License and Defensive Driving Course to be able to operate state vehicles.

ENVIRONMENT/PHYSICAL CONDITIONS: This position is housed in a historic building near the state capitol in Austin and may have exposure to dust and environmental allergens consistent with normal business activities and human contact. Mostly sedentary in nature but may involve walking; standing; pulling and pushing; kneeling, stooping and bending; performing tasks requiring fine motor skills and coordination; and safely lifting and carrying items weighing up to 30 pounds. Applicants must be willing to travel and overnight travel is often required. This position attends and sometimes presents at conferences, meetings and workshops, requiring evening and weekend work hours. Travel typically requires driving, although some air travel is also expected.

REMARKS (Application procedures, Special requirements): State of Texas application must be submitted through the Work In Texas website at www.workintexas.com. You must have a Work In Texas profile in order to login and complete the application. If you have questions regarding the application process, please contact your local Work in Texas office. Only applicants interviewed will be notified of their selection or non-selection. Resumes will NOT be accepted in place of a completed application.

The Texas Historical Commission is an equal opportunity employer and does not discriminate on the basis of race, color, religion, sex, national origin, genetic information, age or disability in recruitment, selection, appointment, training, promotion, retention or any other personnel action or deny any benefits or participation in programs or activities which it sponsors.

Section 651.005 of the Government Code requires males, ages 18 through 25, to provide proof of their Selective Service registration or of their exemption from the requirement as a condition of state employment.

As part of the employment process, THC will conduct a driving and criminal background check. Unsatisfactory information relevant to the position may disqualify the applicant from employment.

Disability access for testing and interview accommodations can be provided upon reasonable notice by contacting Human Resources at 512-305-6729.

THC participates in E-Verify and will provide the Social Security Administration and, if necessary, the Department of Homeland Security with information from each new employee's Form I-9 to confirm work authorization.

Additional Military Crosswalk information can be accessed at:

http://www.hr.sao.texas.gov/Compensation/MilitaryCrosswalk/MOSC_ProgramManagement.pdf

Veterans: Go to www.texasskillstowork.com for assistance with translating your military work experience and training courses into civilian job terms, qualifications/requirements and skill sets.

For New Hires/Rehires: Health insurance is available the 1st of the following month after a 60-day waiting period.

AN EQUAL OPPORTUNITY

AFFIRMATIVE ACTION EMPLOYER